



Department of
CITY PLANNING

City of Atlanta

Arborist Remote Video Inspection

Remote Video Inspection is an alternative to on-site inspections. Remote Video Inspection uses a video call on at least a minimum 4G smart phone or tablet in order to interact with the City inspector.

The process for Remote Video Inspection is as follows:

Submit requests by (EMAIL)	arborist.dpcd@atlantaga.gov Subject line: <u>Remote Video Inspections</u>
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- Schedule your remote Video Inspection by emailing an inspection request to: arborist.dpcd@atlantaga.gov
- Attach a PDF or picture of the arborist approved stamped drawings with the arborist inspection request.
- The City inspector assigned to your Remote Video Inspection will call you to make an appointment and confirm which video platform/app will be used.
- On the day of the inspection, the arborist will call you using the platform/app chosen and will walk you through the video call.
- The inspector will update our permitting system after the video call is completed. The day after the inspection, comments will be available on the Accela website. (https://aca3.accela.com/ATLANTA_GA/Default.aspx)

Remote Video Inspection is Available for:

- Pre-demolition inspections
- Final arborist inspections

Note: Based on the size and/or complexity of the project, it may not be possible to complete the inspection via Remote Video Inspection. In this case, the remote City inspector will request an alternative inspections process. There is a possibility that the inspection could be delayed until we are able to make site visits.

Client Responsibilities

Minimum 4G Wireless Service

Ensure your inspection location has a minimum 4G network connectivity and your smart phone or tablet that has a minimum 4G network capabilities.

Have FaceTime, Google Duo, or "Skype for Business" for the Remote Video Inspection

When downloading "Skype for Business" to your smart phone or tablet and creating a "Skype for Business" account, remember your "Skype for Business" username. You will need it when setting up your appointment.

"Skype for Business" Download Instructions: [Android](#) [iPhone](#)

Remote Video Inspection Step

1. Schedule Remote Video Inspection

- To schedule an inspection, submit the request to arborist.dpcd@atlantaga.gov. Allow two business days from the day the inspection is submitted for the inspection to take place.
- Specify either Facetime, Google Duo, or Skype for Business as the platform you will be using.
- If the inspector is unable to make contact with the contractor at the time of the appointment, it will be rescheduled for the next business day.
- If you need to speak with the inspector before the Remote Video Inspection, then you may reach them between the hours of 7am to 5pm.

2. Prepare for Remote Video Inspection

- Prior to the inspection; ensure that the necessary tools, based on type of inspection, are readily available. For example; tape measure, site plan, etc.

3. Prepare to Receive Remote Video Inspection Call

- Make sure the smart phone or tablet is fully charged.
- Be ready to accept the video call at the scheduled time and respond to requests from the City inspector.
- Have the required tools (tape measure, level, GFCI tester, step ladder, ample lighting, etc.)
- Turn off phone or tablet notifications during the video call. Notifications can freeze the video call and could cause delays during the inspection; this could require the inspection to be rescheduled.

4. The Inspection

- The inspector will call at the desired time to conduct the video inspection. If the contractor does not respond after three attempts, the inspector will cancel the inspection.
- The approved set of plans and permit must be available for the inspector.
- Begin the inspection at street view looking at the structure with the address showing.
- Follow the directions of the inspector.
- Walk inspection in clockwise direction.
- Make note of any items that need be corrected.

5. Inspection Results

- The inspector will tell you in the video call if the inspection has passed or failed.

Inspection failure

- The inspector will update our permitting system after the video call is completed. The day after the inspection, comments will be available on the Accela website. (https://aca3.accela.com/ATLANTA_GA/Default.aspx)
- After two failed inspections the system will automatically generate a fee for re-inspection.
- If a re-inspection fee is required, pay online prior to scheduling re-inspection. The field arborist can guide you on the steps for paying online.
- Scheduling of same day re-inspections is based on availability. The field arborist may provide the option for you to send a correction video or photos to them directly.